

SC DMH Client Advocacy Report February 2009

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	38
Wellspring (Byrnes)	2	2
Harris	15	33
Morris Village	3	7
Hall	0	1
Tucker	8	10
Just Care (Forensics)	20	38
Mental Health Centers	24	39
Total	89	168

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	95	135
Information, Referral & Other Assistance ¹	36	66

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	2	6	5	6	13
2) Admission & Discharge	32	5	7	24	44
3) Information & Advocacy	4	5	5	10	14
4) Physical Environment	8	2		9	10
5) Inpatient Rights	23	9	1	13	33
6) Personal Property & Money	9	3		8	12
7) Confidentiality & Consent	1	2		1	3
8) Treatment	22	7	31	26	60
9) Other Rights Issues	1	1	1	2	3
Total⁵	102	40	50	99	192

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Wellspring, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force		5		3	5
b. Excessive Restraint, Seclusion & PRNs		1			1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	2		5	3	7
e. Neglect					
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	18	3	1	12	22
b. Community Placement (where)	9	1	5	7	15
c. Periodic Court Review	2	1		2	3
d. Questions, Education & Other	3		1	3	4
3) Information & Advocacy					
a. Access to Advocacy	3		3	3	6
b. Access to Legal Resources		5		4	5
c. Questions, Education & Other	1		2	3	3
4) Physical Environment					
a. Food Quality & Quantity	3			3	3
b. Linens, Clothes & Toiletries	1	1		1	2
c. Disrepair of Physical Plant	1	1		2	2
d. Cleanliness of Facilities	3			2	3
5) Inpatient Rights					
a. Privacy	1	1	1	2	3
b. Safety	1			1	1
c. Freedom, Privileges & Fairness	14	3		4	17
d. Communication	1	4		1	5
e. Health Care	6	1		5	7
6) Personal Property & Money					
a. Property	2			2	2
b. Money, Entitlements, Rep. Payee	4	3		5	7
c. Billing Issues					
d. Other Non-DMH Issues	3			1	3
7) Confidentiality & Consent					
a. Access to Records & Information		1			1
b. Breach of Confidentiality	1	1		1	2
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	1		5	4	6
b. Accessibility to Staff & Treatment	3		14	6	17
c. Individualized, Client-Driven	14	6	12	14	32
d. Right to Refuse Treatment	4	1		2	5
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues		1	1	2	2